

## COVID-19 Report – 1st Qtr. 2021

Palmetto Utilities, Inc.

Palmetto Wastewater Reclamation, Inc.

Since Palmetto Utilities, Inc. and Palmetto Wastewater Reclamation, Inc. (the Utilities) share operational and back office personnel, the following actions apply to both utilities.

### ACTIONS TAKEN

In response to the State of Emergency declared in South Carolina for COVID-19, the Utilities took the following actions:

- Closed the office lobby to customers from March 18 through May 26, 2020 to minimize the potential for spread of COVID-19. The office lobby also closed again briefly in June due to a spike in cases. The office is currently open to customers. Masks are required and steps are taken to help assist the customers with social distancing. Customers can also make payments online, set up automatic drafts, utilize the overnight payment box, or pay with bill pay through their banks. This information is available to customers on the website as well as on notices posted on the front door of the office.
- Suspended service disconnections from March 11 to August 30, 2020 so that customers had access to these essential sewer services.
- Resumed disconnections on August 31, 2020 and set up installment plans for 56 customers during the disconnection period.
- Suspended late fees from March 11 to September 1, 2020 and took measures to ensure customers' accounts would not be negatively impacted from delays in the mail or in processing payments deposited in the overnight payment box.
- Restored service in March to residential customers whose services had previously been disconnected for non-payment.
- The Utilities do not currently report delinquencies to credit agencies.
- The Utilities offer payment arrangements as well as information on organizations available to assist customers experiencing financial hardship.
- The Utilities have posted on their website information about bill payment assistance, payment plans, and other options available to customers that are experiencing financial hardship. Customer service representatives are also prepared to provide this information to customers who are experiencing financial hardship. Palmetto Utilities, Inc. has also contributed \$50,000 to Wateree Community Actions and has pledged to contribute an additional \$50,000 annually for the next two years in an effort to help customers in need of assistance.

In addition to these actions, the Utilities monitor the guidance and directives from Centers for Disease Control and Prevention ("CDC") and other government agencies and ask employees to follow the hygiene suggestions and travel notices released by the CDC. The Utilities also continue to comply with the protocols enacted in the City of Columbia Emergency Ordinance.

The Utilities, including the customer service group, remained fully operational during the entire State of Emergency, and service technicians were, and continue to be, available 24 hours a day seven days a week to respond to emergencies.

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Item	Impact	Comments
<b><u>Palmetto Utilities, Inc.</u></b>		
<b>Revenues:</b>		
Misc. Revenues - Late Fees	\$ 96,042	Late fees suspended
Misc. Revenues - Notification Fees	197,225	Notification process for disconnections suspended
Misc. Revenues - Reconnection Fees	3,220	92 customers reconnected
<b>Operating Expenses:</b>		
Travel	(1,348)	Canceled travel
Miscellaneous Expense	13,015	Employee PPE
Supplies	<u>(59,214)</u>	Certified letter postage, printing and mailing
<b>Net Impact</b>	<b>\$ 248,939</b>	

### **Palmetto Wastewater Reclamation, Inc.**

<b>Revenues:</b>		
Misc. Revenues - Late Fees	\$ 9,896	Late fees suspended
Misc. Revenues - Notification Fees	9,975	Notification process for disconnections suspended
Misc. Revenues - Reconnection Fees	175	5 customers reconnected
<b>Operating Expenses:</b>		
Travel	(314)	Canceled travel
Miscellaneous Expense	2,915	Employee PPE
Supplies	<u>(3,106)</u>	Certified letter postage, printing and mailing
<b>Net Impact</b>	<b>\$ 19,540</b>	

**Note:** The reconnection fees above include the missed revenues from the customers whose service was restored by the Companies so they would have access during this critical period but excludes the impact of the labor costs related to reconnecting those customers.

### **Change in Accounts Receivable over 90 days past due**

**Note:** For the Utilities, customer accounts receivable 90 days past due balances have increased since March 1, 2020, approximately \$28,000 of which occurred in the first quarter of 2021 during a brief halt of disconnections for a system conversion. Since the amount of receivables that will ultimately not be collected would only be an estimate at this time, the Utilities have not included the amounts in the reported financial effects at this time but rather have listed the increase in receivables below as informational.

<b>Palmetto Utilities, Inc.</b>	<b>\$ 241,528</b>
<b>Palmetto Wastewater Reclamation, Inc.</b>	<b>25,903</b>